



Work Order

San Bernardino County Department of Public Health – Divisions of Environmental Health Services (EHS)

Project Code: LSA-SBEREH-2025-01
Presented Date: November 4, 2025

Microsoft Partner

Silver Application Development

Introduction

This document ("Work Order"), made as of the Effective Date, outlines the work that Hedgerow Software US, Inc. ("Hedgerow") will perform for a successful implementation of the Licensed Programs for San Bernardino County ("Agency").

This Work Order documents the services, resources, methodologies, and deliverables that Hedgerow will provide as part of this implementation project, along with all associated costs, and ensures that Agency will successfully be able to use Licensed Programs in their day-to-day production work environment at the conclusion of the project.

Information contained under the Standard Implementation Project section provides general static information regarding a typical Hedgehog Application Suite Implementation Project. Information contained in the Appendices section provides information that is specific to Agency for this Implementation Project. Agency can include any modifications to the standard terms and conditions in Appendix A. – Modifications to Standard Terms and Conditions.

Hedgerow shall provide licensing, services, and tasks described in the County of El Dorado Contract LSA-COED-2024-01 (corresponding WO-COED-2024-01) hereto and all services and tasks reasonably necessary for the completion of the same (the "Work") as appropriate for the needs of Agency. Hedgerow shall furnish, at Hedgerow's own cost and expense, all person in consideration of the payments hereinafter set forth, Hedgerow will perform services for Agency in accordance with the terms, conditions, and specifications set forth herein. All Work and any portion thereof separately identified shall be completed within a similar time provided in County of El Dorado Contract LSA-COED-2024-01, which, by this reference, is incorporated herein.

In the event of a conflict between the main body of the Work Order and an Appendix to the Work Order, the terms of the Appendix shall prevail.

1. The Project

With this Implementation Work Order ("Project") Hedgerow Software US, Inc. ("Hedgerow") commits to deliver a successful implementation of the Hedgehog Platform Licensed Programs ("Hedgehog") contained in a License and Support Agreement (LSA) LSA-SBEREH-2025-01 entered into between Hedgerow and Customer ("Agency").

1.1. Commercial-Off-The-Shelf-Software (COTS)

Agency has selected a COTS from Hedgerow. Hedgehog is data driven, highly configurable and used in dozens of North American environmental health departments. Using Hedgehog's configuration features, Agency will be able to match or improve existing processes. Agency specific custom development is available using Change Requests.

There are hundreds of reports available in the Hedgehog canned reports library. Hedgerow provides minor modifications (i.e. Agency logo and reformatting) of less than two (2) hours per report at no charge. New reports and modifications greater than two (2) hours to existing reports can be accommodated with a Change Request.

Gaps in functionality identified in the Discovery Phase can also be accommodated using Change Requests.

1.2. Ownership of Work Product

Any functionality that is described in this document will be wholly integrated into the Hedgehog Application Suite. Ownership and all rights to the work product that is described in this and related documents, including but not limited to ownership and all rights to all requirements, specifications, source code, compiled executables, and end-user documentation is retained by Hedgerow.

2. Discovery Phase and Project Plan

The first phase of the Project is the Discovery Phase. During the Discovery Phase the Hedgerow Project Manager, Business Analyst(s) and Data Conversion Specialist(s), will work with Agency's Project team, to analyze and document Agency's current environments, and Accela / EnvisionConnect data sources to assess requirements of the data conversion, and identify gaps in functionality.

A deliverable from the Discovery Phase will be a Project Plan. The Project Plan will contain deliverables, delivery dates and assignments. The Project will not proceed until both Agency and Hedgerow have approved the Project Plan.

3. Scope

3.1. Scope Statement

Agency has acquired Hedgehog to automate field permitting, billing, inspections, complaints, investigations, service requests, time accounting, event management, analysis monitoring, and reporting for the regulated program areas of Section 3.2. Agency agrees that Hedgerow will use California standards as the starting point for all global configurations, as well as program workflows to reduce customization requirements.

3.2. Program Areas

Environmental Health Program Areas* are the top-tier entities in Hedgehog and the division of those areas with sub-programs (which form the basis of "Facility Categories" in Hedgehog) are listed in *Exhibit A Program Areas*

*Complaints/Service Requests may be included as a separate program area or as a Facility Category within each program area.

3.3. Historical Data Conversion

Data conversion and validation involves several iterations. The scope of this Project includes three. The initial conversion is a full data conversion for the initial build of the "Master Tables". An interim conversion will be done for use in testing during the Project. The final conversion is for Go-Live.

The agreed-upon definition of the historical data conversion is in Exhibit B – Historical Data Conversion. This initial definition may be modified by mutual agreement.

"Open" records such as permits or complaints linked to existing issues, open enforcement actions, and similar data are within scope. PDFs may be linked rather than converted. Closed and inactive accounts, facilities, and the like will be limited to program level retention rules agreed upon during the Discovery Phase.

3.4. Hedgehog Document Management System

Hedgehog has an integrated Document Management System. Agency documents can be retained in Hedgehog and linked in conversion in most cases. Analysis done during the Discovery Phase will be necessary to determine the best configuration of document management for Agency.

3.5. Report Customization

Hedgerow will provide report customization services for Agency. Customization is the designing, creating, documenting, testing and delivering a report. If desired, Agency can utilize reports included in the Hedgehog canned report catalog. Agency may request Hedgerow to modify these reports with minor edits (i.e. Logo, format) not to exceed 2 work hours per report without a Change Request.

If Agency requires a new report that exceeds 2 hours and cannot be adapted from the Hedgerow canned report library, Hedgerow will document additional or specific custom report requirements during the Discovery Phase and will provide Agency with the cost and effort to develop the report(s) using a Change Request.

3.5.1. Base Level Reports

As part of the implementation scope, Hedgerow shall configure a set of base-level reports selected from the standard Hedgehog report catalog to support core operational functions.

These reports may be modified for Agency branding and minor formatting adjustments, subject to the two (2) work hour limitation outlined in Section 3.5.

Agency shall identify and prioritize baseline reporting needs during the Discovery Phase. Any additional report development or customization beyond the base-level set will be handled through the Change Request process or completed by Agency personnel using the report writing tool.

3.6. Disclosure Site (DS) Configuration and Setup

The Hedgerow team will work with the Agency team to configure Agency's DS, which includes:

- Agency customized Splash and Landing pages, maximum 6.
- DS configuration.

3.7. Reporting Database Environment

As part of the hosted deployment, Hedgerow shall provision a Reporting Database to support the Agency's operational and analytical reporting requirements. The Reporting Database shall consist of a read-only synchronized replica of the production database.

- Support complex reporting and data querying activity without impacting production system performance.
- Be deployed through Azure SQL.
- Be accessible to authorized Agency users from within the County network, subject to security and access control protocols defined in the hosting environment.

Any additional configuration, integrations, or non-standard support associated with the Reporting Database shall be subject to change management procedures and may constitute a Billable Service as outlined in the License and Support Agreement.

3.8. MS Azure Hosting

Hedgerow will set up Agency's programs and files in Agency's own separate account on MS Azure.

3.9. Hedgehog Training

Hedgerow will deliver virtual training using MS Teams for the following functions:

- IT Orientation Training - for system setup up, access and conversion support during implementation.
- System Administrator Training - for system configuration and workflow creation.
- End-User Training - for daily system use and reporting.
- Workflow Training - for use of Hedgehog in specific program areas.
- Report Writer Overview Training - for system "superusers" to create/manipulate report designs.

Hedgerow's Trainer prepares custom curriculums based on the materials and unique requirements of the Agency, with sessions segmented into functional areas. On-site training is available if requested, though the Agency is responsible for all associated travel expenses.

3.9.1. Specific Training Dimensions

Training Type	Dimensions / Duration	Training Materials
Information Technology (IT) Training	Usually takes approximately two hours, depending on Implementation Project options.	Server Installation Guide and Client Installation Guide.
Application Administrator (AppAdmin) Training	Specific duration is not provided in the sources.	Application Administrator Manual and User Manual.
End User Training (All Users format)	The number of days and costs vary depending on the number of users, their roles, and the implemented Licensed Programs workflows.	Custom end user training documentation and User Manual.
End User Training (Train-the-Trainer format)	Specific duration is not provided in the sources; this is Hedgerow's preferred training method.	Custom end user training documentation and User Manual.
Hedgehog Report Writer Training	The course is followed up with a self-paced learning document. The original report writer course was written for a self-paced learning format.	Hedgehog Report Writer Training Course document.
Hedgehog Portal Administration Training	Specific duration is not provided in the sources.	Specific training materials are not explicitly listed in the sources.
Ongoing Training Opportunities	Refresher training is offered at no charge to previously trained staff. Training for new hires is available on a time and materials basis. Training for new features is provided online at no charge.	New features are documented in the Licensed Materials release notes.

4. Out of Scope

- Hedgehog Platform Licensed Programs not subscribed for in the LSA.
- Environmental Program Areas not explicitly Included in Section 3.2.
- Data Conversion not explicitly specified in section 3.3.
- Report Conversion beyond limited adjustment to existing Hedgehog reports in section 3.5.
- Prescribed interfaces to third party software other than those listed in the LSA.
- Replacement of custom software, utilities, database views or stored procedures, or processes developed by Agency or a third party.

5. Change Requests

Project changes that impact the Scope or Project Plan will be managed with Change Requests. Change Requests can be initiated by Hedgerow or by Agency. Change Requests may or may not include a cost or billable event. Change Request evaluations are not billable if the evaluation requested is under 4 hours. Otherwise, if an evaluation is expected to take more than 4 hours, the cost of the evaluation over 4 hours will be a billable event. Work will not begin on a Change Request until approved by both Agency and Hedgerow.

6. Conflict Resolution

In the event a dispute develops over whether or not a billable Change Request is required, Agency's Environmental Health Director and Hedgerow's Chief Financial Officer will be informed of the dispute and will meet to resolve it.

7. Costs and Payment Terms

Item	Cost
Project Management, Business Analysis, Configuration and Training	\$ 95,000.00
Historical Data Conversion (3 years) – Define in Exhibit B	\$ 42,000.00
Citizen Portal Implementation	\$ 35,000.00
Custom Dev – Grant Street Integration	\$ 7,500.00
Additional Report Writing Training (6 hours)	\$ 1,200.00
Total	\$ 180,700.00

7.1. Payment Schedule

50% at Contract Signing	\$ 90,350.00
50% at Go-Live	\$ 90,350.00

Invoice Payment terms are Net 30.

8. Acceptance

I have read and understand the Project Scope contained within this Implementation Work Order and agree that they meet Agency's expectations. I have the authority within the Agency to accept and approve the Project, and authorize Hedgerow Software US, Inc. to proceed with it.

Agency Name: San Bernardino County

Accepted By: Dawn Rowe, Chair, Board of Supervisors
Printed Name and Title

Signature: _____

Date: _____

Exhibit A Program Areas

Legend:

B = Back Office Implementation

C = Compliance Inspection without Scoring

E = Emergency Response. EHS uses Events to track activities related to emergencies.

F = Field Implementation - Requires ability to access/update in disconnected state

H = Hourly billing invoices will need to generate based upon time accounting

L = Laboratory data entry. Records should lock after lab data entry.

O = Online Applications or Submittals

P = Requires Plan Review - Prior to applying for a permit, must have approved plans and/or construction signoff. The plan review may be in another category.

S = Compliance Inspection with Scoring

V = Vector Sites: Sample monitoring locations, pesticide application sites

X = May not require support, as this category is expected to close on 6/30/2026

Full Program Name	Program	Program Category (HH Facility Category - LEVEL 2)	Time Accounting	One-Time Permits or Certs	Recurring Permits or Certs	Complaint Response	Service Requests	Events	Compliance Inspections	Observation Inspections	Analyte Monitoring	Billing
EHS Administration	Admin	10 Administrative	B				B	F,B,E				B
Community Environmental Health	CEH	11 Food Worker Program	B									
Community Environmental Health	CEH	12 TFF/CFM/Swap Meet	F,B	B,O	B,O	F,B,O	F,B,O	F,B,O		F,B		F,B
Community Environmental Health	CEH	13 Mobile Food Facilities and Street Vendors	F,B		B,O,P	F,B,O	F,B,O	F,B,O	F,B,S	F,B		F,B
Community Environmental Health	CEH	14 Vending Machines	F,B		B,O	F,B,O	F,B,O			F,B		F,B
Community Environmental Health	CEH	16 Retail Food Protection	F,B		B,O,P	F,B,O	F,B,O		F,B,S	F,B		F,B
Community Environmental Health	CEH	17 Retail Food Plan Check	F,B				F,B,O			F,B		F,B
Community Environmental Health	CEH	18 Wholesale Food	F,B		B,O,P	F,B,O	F,B,O			F,B		F,B
Community Environmental Health	CEH	19 Wholesale Food Plan Check	F,B				F,B,O			F,B		F,B
Community Environmental Health	CEH	20 Milk and Dairy	F,B		B,O	F,B,O	F,B,O			F,B	F,B,L	F,B
Land Use Protection Program	LUPP	21 Massage Clinics	F,B		B,O	F,B,O	F,B,O			F,B		F,B
Community Environmental Health	CEH	22 Bed & Breakfasts	F,B		B,O	F,B,O	F,B,O			F,B		F,B
Community Environmental Health	CEH	23 Hotels/Motels	F,B		B,O	F,B,O	F,B,O			F,B		F,B
Community Environmental Health	CEH	24 Apartments	F,B		B,O	F,B,O	F,B,O			F,B		F,B
Community Environmental Health	CEH	25 Body Art	F,B	B,O	B,O	F,B,O	F,B,O	F,B,O	F,B,S	F,B		F,B
Land Use Protection Program	LUPP	26 Land Use	F,B			F,B,O	B			F,B		F,B
Land Use Protection Program	LUPP	27 Liquid Waste Haulers	F,B		B	F,B,O	F,B			F,B		F,B
Land Use Protection Program	LUPP	28 Refuse Haulers	F,B		B	F,B,O	F,B			F,B		F,B
Community Environmental Health	CEH	30 Detention Facilities	F,B		B	F,B,O	F,B			F,B		F,B

Community Environmental Health	CEH	31 Camps	F,B		B	F,B,O	F,B			F,B		F,B
Community Environmental Health	CEH	32 Cottage Food	F,B		B,O	F,B,O	F,B,O			F,B		F,B
Community Environmental Health	CEH	34 Retail Food Host Facility	F,B		B,O,P	F,B,O	F,B,O			F,B		F,B
Community Environmental Health	CEH	35 Retail Food Host Facility Plan Check	F,B				F,B,O			F,B		F,B
Community Environmental Health	CEH	36 Recreational Health	F,B		B,O,P	F,B,O	F,B,O		F,B,S	F,B	F,B	F,B
Community Environmental Health	CEH	37 Recreational Health Plan Check	F,B				F,B,O			F,B		F,B
Community Environmental Health	CEH	38 Natural Bathing Places & Slides	F,B		B,O,P	F,B,O	F,B,O			F,B	F,B	F,B
Community Environmental Health	CEH	39 Charitable Feeding	F,B		B,O,P	F,B,O	F,B,O			F,B		F,B
Mosquito and Vector Control	MVC	40 Mosquito and Vector Control	F,B		B,V	F,B,O	F,B			F,B	F,B	F,B
Land Use Protection Program	LUPP	41 OWTS Review	F,B				B,O			F,B		F,B
Land Use Protection Program	LUPP	42 SHT / DMA / ALT Systems	F,B		B,P	F,B,O	F,B			F,B		F,B
Land Use Protection Program	LUPP	43 SWFP Permitting	F,B				F,B			F,B		F,B
Land Use Protection Program	LUPP	44 SWFP Inspections	F,B		B,P	F,B,O	F,B			F,B	F,B	F,B
Land Use Protection Program	LUPP	45 Wells	F,B	B,O		F,B,O	F,B			F,B	F,B	F,B
Land Use Protection Program	LUPP	46 Water Systems	F,B		B,P	F,B,O	F,B			F,B	F,B	F,B
Land Use Protection Program	LUPP	47 Backflow Prevention	X		X							X
Land Use Protection Program	LUPP	48 Medical Waste	F,B		B,O	F,B,O	F,B,O			F,B		F,B
Community Environmental Health	CEH	83 SB1383 Generators	F,B		B,O	F,B,O	F,B,O		F,B,C	F,B		F,B
EHS Administration	Training	90 Training	F,B									
EHS Administration	Fiscal	91 Billing	H									B

Exhibit B – Historical Data Conversion

Legend:

DNM = DO NOT MIGRATE

3 YR = 3 Years History

AA;< 3YR = ALL ACTIVE; INACT < 3 YR

AA;< 5YR = ALL ACTIVE; INACT < 5 YR

AR = ALL RECORDS

Migrating = Has Permit that is Migrating

Full Program Name	Program Category	Time Accounting	Recurring Permits or Certs	FAs and ARs w/ Related Permits	PR/PT/FA /OW/AR Attachments	Complaint Response & Attachments	Service Requests & Attachments	Events	Compliance Inspections & Violations	Observation Inspections & Violations	Analyte Monitoring	Billing
EHS Administration	10 Administrative	3 YR										3 YR
Community Environmental Health	11 Food Worker Program	3 YR										
Community Environmental Health	12 TFF/CFM/Swap Meet	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR		3 YR	3 YR		3 YR
Community Environmental Health	13 Mobile Food Facilities and Street Vendors	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR		3 YR	3 YR		3 YR
Community Environmental Health	14 Vending Machines	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
Community Environmental Health	16 Retail Food Protection	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR		3 YR	3 YR		3 YR
Community Environmental Health	17 Retail Food Plan Check	3 YR					AA;< 3YR			3 YR		3 YR
Community Environmental Health	18 Wholesale Food	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
Community Environmental Health	19 Wholesale Food Plan Check	3 YR					AA;< 3YR			3 YR		3 YR
Community Environmental Health	20 Milk and Dairy	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR				3 YR	3 YR	3 YR
Land Use Protection Program	21 Massage Clinics	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
Community Environmental Health	22 Bed & Breakfasts	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
Community Environmental Health	23 Hotels/Motels	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR				3 YR		AR
Land Use Protection Program	24 Apartments	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
Community Environmental Health	25 Body Art	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 5YR		3 YR	3 YR		3 YR

Land Use Protection Program	26 Land Use	3 YR				AA;< 3YR	AR			3 YR		3 YR
Land Use Protection Program	27 Liquid Waste Haulers	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
Land Use Protection Program	28 Refuse Haulers	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
Community Environmental Health	30 Detention Facilities	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
Community Environmental Health	31 Camps	3 YR	ALL ACTIVE; INACT < 5 YR	Migrating	Migrating	AA;< 3YR	AR			3 YR		3 YR
Community Environmental Health	32 Cottage Food	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
Community Environmental Health	34 Retail Food Host Facility	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
Community Environmental Health	35 Retail Food Host Facility Plan Check	3 YR					AA;< 3YR			3 YR		3 YR
Community Environmental Health	36 Recreational Health	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR		3 YR	3 YR	3 YR	3 YR
Community Environmental Health	37 Recreational Health Plan Check	3 YR					AA;< 3YR			3 YR		3 YR
Community Environmental Health	38 Natural Bathing Places & Slides	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR	3 YR	3 YR
Community Environmental Health	39 Charitable Feeding	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
Mosquito and Vector Control	40 Mosquito and Vector Control	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR	3 YR	3 YR
Land Use Protection Program	41 OWTS Review	3 YR					AR			AR		3 YR
Land Use Protection Program	42 SHT / DMA / ALT Systems	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
Land Use Protection Program	43 SWFP Permitting	AR					AR			3 YR		AR
Land Use Protection Program	44 SWFP Inspections	AR	ALL RECORDS	Migrating	Migrating	AR	AR			3 YR	3 YR	AR

Land Use Protection Program	45 Wells	3 YR				AA;< 3YR	AA;< 3YR			3 YR	AR	3 YR
Land Use Protection Program	46 Water Systems	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR	3 YR	3 YR
Land Use Protection Program	47 Backflow Prevention	3 YR	AA;< 3YR	Migrating	Migrating							3 YR
Land Use Protection Program	48 Medical Waste	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR			3 YR		3 YR
NA	50 Mobile Home Parks	DNM	DNM	DNM	DNM	DNM	DNM	DNM	DNM	DNM	DNM	DNM
NA	61 Lead	DNM	DNM	DNM	DNM	DNM	DNM	DNM	DNM	DNM	DNM	DNM
NA	70 Code Enforcement	DNM	DNM	DNM	DNM	DNM	DNM	DNM	DNM	DNM	DNM	DNM
Community Environmental Health	83 SB1383 Generators	3 YR	AA;< 3YR	Migrating	Migrating	AA;< 3YR	AA;< 3YR		3 YR	3 YR		3 YR
EHS Administration	90 Training	3 YR										
EHS Administration	91 Billing											AR